
Letters of Support

From: Roger Plahay

**Sandler Training
Waterhouse
Waterhouse Lane
Bath
BA2 7JB**

Ms Jo Hulbert
Public Protection Officer - Licensing
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

[REDACTED]

Ms Jo Hulbert,

This letter serves to confirm that as tenant of Waterhouse I understand that I am not permitted to offer the sale of alcohol to guests of Sandler Training whilst visiting Waterhouse. Any refreshments offered as part of my business and associated net working events are offered on a complimentary basis.

[REDACTED]

Roger Plahay
15 October 2013



15 October 2013

Jo Hulbert
Public Protection Officer - Licensing
Wiltshire Council
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8JN

Dear Jo

Application by Waterhouse

I first came to Waterhouse whilst The Wilsher Group were in the process of buying it and have seen the amazing job they have done of creating a wonderful facility.

Visa use Waterhouse about 20 times a year normally staying over to use the excellent facilities and the services of the Wilsher Group in taking our business forward. As responsible partners to our company who bring much business to Bath I support their application to provide alcohol.


Steve Chambers
Chief Information Officer

FW: The Wiltshire Group Application

Simon Wilsher

Sent: 15 October 2013 17:18

To: Johnny Wrench





Simon Wilsher

The Wilsher Group



The Wilsher Group, Waterhouse, Waterhouse Lane, Bath, Avon BA2 7JB
The Wilsher Group Limited Registered in England No. 2808452 VAT No. 602 77 3 062;
Registered Office Waterhouse, Waterhouse Lane, Monkton Combe, Bath, Avon BA2 7JB

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From: RICHARD MAULDON 
Sent: 15 October 2013 16:09
To: 
Cc: Simon Wilsher
Subject: The Wiltshire Group Application

Dear Ms. Hulbert

The Wiltshire Group Premises License Application - Waterhouse Estate

The Warrington Homes Limited is a charitable trust providing care and associated amenities including dementia or medical care at homes provided by the company who owned and ran a care home at Waterhouse for some 62 years.

In 2009, the company took the decision to sell one of our care homes, Waterhouse. The Wilsher Group bought the property, to be used as the company's new headquarters and for other purposes.

As director of The Warrington Homes Limited, I had extensive direct dealings with The Wilsher Group and, specifically, its director, Simon Wilsher, in finalising the sale of the Waterhouse property. Throughout this entire (and what turned out to be a complex) process, I found Mr. Wilsher to be a gentleman of the highest integrity and who could be trusted implicitly.

The Wilsher Group has made extensive alterations to Waterhouse since taking ownership, which has improved the property, including the gardens, immensely. I would imagine this must be aesthetically pleasing to neighbours and those residing in the vicinity.

We support Mr. Wilsher's application and wish him and The Wilsher Group well.

Yours sincerely

Richard Mauldon
Director
The Warrington Homes Limited

Kristina Matthews

Subject: Application for Premises License at Waterhouse, Limpley Stoke

From: [REDACTED]
Sent: 14 October 2013 10:51
To: Simon Wilsher
Subject: FW: Application for Premises License at Waterhouse, Limpley Stoke

Dear Simon

Please see attached email from Limpley Stoke Parish Council in support of your application.

Regards
Jo

From: [REDACTED]
Sent: 14 October 2013 00:22
To: Licensing (West)
Cc: [REDACTED]
Subject: Application for Premises License at Waterhouse, Limpley Stoke

Dear Julie

Please see comment below from Limpley Stoke Parish Council:

At the meeting of Limpley Stoke Parish Council held on 3rd September 2013 the Parish Council examined in detail the application for the premises license for Waterhouse and considered it to be a reasonable application.

Regards
Andrea Griffiths
Clerk to Limpley Stoke Parish Council

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Kristina Matthews

From: [REDACTED]
Sent: 03 September 2013 14:23
To: Johnny Wrench
Cc: Simon Wilsher; Peter Wyatt ; 'gavin douglas'
Subject: RE: APPLICATION FOR A PREMISES LICENCE (FOR THE SALE OF ALCOHOL ONLY)

Dear Johnny,

Thanks for the update and reassurance. I understand alcohol licences are a matter of the relevant County Council department and will not be referred to Limpley Stoke Parish Council for an opinion. As we discussed before, this application appears comtable with your existing business use.

With best wishes

Simon

From: [REDACTED]
Sent: 03 September 2013 14:09
To: simon coombe
Cc: Simon Wilsher
Subject: APPLICATION FOR A PREMISES LICENCE (FOR THE SALE OF ALCOHOL ONLY)

Dear Simon,

It's been a while since we've been in touch. I hope you've enjoyed a good summer with your family. I've only just returned from some time away myself.

This morning I bumped into Peter Wyatt on Waterhouse Lane while I was speaking to Phil Gray (who has been carrying out the large earth works after subsidence problems). Peter enquired about our plans for re-application of a premises licence and let me know about your Parish Council meeting taking place this evening. Our meeting was fortuitous as Simon has decided to go ahead and re-apply in the next day or so.

The application will be submitted this afternoon and should go "live" tomorrow. I offered Peter a copy of the application form and the "blue form" (that will be put up around Waterhouse) so that you can discuss it with fellow councillors this evening.

I hope you'll be completely reassured to see that we are applying for nothing more than the ability to sell alcohol for consumption on the premises within standard licensing hours.

It was good to see Peter again this morning. As offered to Peter, do come back to us if you feel you need any further information.

with best wishes,

Johnny

Johnny Wrench

[REDACTED]
The Wilsher Group, Waterhouse, Waterhouse Lane, Monkton Combe, Bath BA2 7JB, The Wilsher Group Limited Registered in England No. 2808452

VAT No. 602 773 062; Registered Office Waterhouse, Waterhouse Lane, Monkton Combe, Bath BA2 7JB

From: Holland, Linda
Sent: 01 October 2013 17:05
To: Hulbert, Jo
Subject: FW: Waterhouse

Hi Jo

[Add this to the reps received](#)

Thanks

Linda

From: [REDACTED]
Sent: 01 October 2013 09:40
To: Holland, Linda
Subject: Waterhouse

Dear Linda

Just dropping you a line of support for Waterhouse's licence application and to say that as an international sports person who is very involved in the local community and businesses world and who uses Waterhouse a lot. I think it is important to, the international sports people and Olympians who go there plus my business friends, that Waterhouse have the option to serve alcohol and enjoy it on the terrace until reasonable hours in the evening. Waterhouse manages the traffic on the Lane extremely well and I do not know a more are community conscious business. I would have thought it important to a place like Monkton Combe that it can attract people to do business locally, with all its benefits for local jobs and revenue.

Lee Mears

The Stables
Waterhouse Lane
Monkton Combe
BA2 7JB

Linda Holland
Senior Public Protection Officer (Licensing)
Licensing Team
Wiltshire Council
Monkton Park
Chippenham
Wiltshire
SN15 1ER

1st October 2013

To Whom It May Concern

I support Waterhouse's application for an alcohol license. They are good neighbours who have done a lot to improve their property and the lane.

Yours faithfully

Phil Gray

From: Holland, Linda
Sent: 01 October 2013 17:04
To: Hulbert, Jo
Subject: FW: Waterhouse

Hi Jo

Please add this to the reps received so far..

Many thanks

Linda

From: [REDACTED]
Sent: 01 October 2013 16:55
To: Holland, Linda
Subject: Waterhouse

Dear Linda

I write as a local Bath resident and businessman, providing services to clients in Bath and West Wiltshire. My business currently occupies space at Waterhouse.

I am writing in support of the application made by Waterhouse for an alcohol licence.

In our time here we have not experienced problems with noise or traffic on Waterhouse Lane. Everyone knows it's a lane and drives responsibly. Clients who have visited are impressed by the peace and tranquility of the setting.

No doubt there will be opponents to the granting of an alcohol licence, but people need to realise just how important tourism is to the local economy, both in terms of revenue generation and employment creation for local young people.

The other thing to consider is that the granting of an alcohol licence will enable Waterhouse to develop a proper restaurant offering which will cut down on guest vehicle journeys as many guests will not leave Waterhouse in the evening to go to Bath and back by car for an evening meal, but will instead stay at Waterhouse.

Graham

Graham Barber, Chartered Accountant
Graham Barber Accountancy Limited

PLEASE NOTE NEW ADDRESS BELOW

Company number 04996773
Registered in England & Wales
Regd Office:
Waterhouse
Waterhouse Lane
Monkton Combe
BATH BA2 7JB

10/3/13

Graham Barber rep in sup of app.htm

[REDACTED]

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- 2 OCT 2013

Public Protection Officer – Licensing
Planning Services
Wilshire Council
County Hall
Bythesea Road
Trowbridge
Wilts BA14 8JN

30th September 2013

To whom it may concern

RE: Application by Waterhouse No. 201319381

Since 2010 the Novia Group, based in Bath, has used the facilities at Waterhouse extensively. We have held several meetings of our Executive, Senior Management Team and have frequently bought external visitors to enjoy the facilities and location. Almost all of these events have involved a considerable number of us working late into the evening and enjoying dinner and overnight accommodation.

The groups we take are typically small groups of Senior Executives and Managers as this is the target market for the Wilsher Group. The location being as secluded as it is provides us with an ideal retreat. The missing ingredient for us over the past 3 years has been the ability to enjoy the terrace for a brief period during the summer months once work and dinner have concluded.

The staff at the Wilsher Group are always extremely aware of the location that Waterhouse enjoys as well as its heritage. We strongly believe that the provision of a licence to allow consumption of alcohol outside will allow them to continue to invest in the restoration of the building which will benefit everyone in the community. We appreciate that neighbours may be concerned about noise pollution. Perhaps they do not understand the type of clients that the Wilsher Group attracts who simply want to enjoy the environment and the stunning views after dinner.

We thoroughly support the application and are happy to answer any questions you may have.

Yours faithfully


P.P. Richard Denning
Chief Operating Officer

Getronics



30 SEP 2013

Getronics Services UK Limited
200 Brook Drive
Green Park
Reading
RG2 6UB
United Kingdom

Public Protection Officer – Licensing
Planning Services
Wilshire Council
County hall
Bythesea road
Trowbridge
Wilts BA14 8Jn

Dear Sir/Madam,

Re: Application by Waterhouse No. 201319381

I am writing in support of the above application from Waterhouse.

My company Getronics is an IT services business with 800 people based in the UK and an additional 3000 people based in 10 countries throughout Europe. We have been established in the UK for 65 years and have customers such as Barclays, Clarks and Iceland. We use Waterhouse as a learning, training and management centre for our UK and European operations. This typically involves senior management and staff enjoying the Bath and surrounding areas and services, whilst utilising the Waterhouse facility over a few days stay, including accommodation and meals. It would be most beneficial if Waterhouse was able to offer alcoholic beverages to compliment the meal service and avoid unnecessary travel and inconvenience for our staff.

Our company is a big supporter of the city of Bath, having held sales conventions and sponsorship of Bath RFC. We bring revenue into the Bath area and we would recommend and support a positive decision in terms of granting permission to the Waterhouse application.

Yours faithfully,

Mark Cook

Chief Executive and International Managing Director

Getronics UK & Ireland

Wessex Water

Claverton Down Bath BA2 7WW [REDACTED]

- 1 OCT 2013

Public Protection Officer – Licensing
Planning Services
Wiltshire Council
County Hall
Bythesea road
Trowbridge
Wiltshire BA14 8JN

[REDACTED]
27 September 2013

Dear Sir/Madam

Application by Waterhouse No. 201319381

I am writing on behalf of Waterhouse in their application for a licence to serve alcohol at their premises in Bath.

I have held "away days" and "team building" at the establishment and have stayed overnight. It would seem very sensible if the establishment were granted a licence to improve the facilities they offer. It would seem that their business may be prejudiced without a licence and I support their application

Yours faithfully

[REDACTED]
David Elliott
Director of Environment and Assets



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Correspondence with Neighbours

THE
WILSHER
GROUP

8th October 2010

Dear

I am delighted to say that I have had a meeting with Phil and Don and they have made some suggestions for improving the lane, which I think will be helpful for everybody.

Phil's first suggestion is that he creates a permanent passing point on the bend where his gate is located. This would make it easier to pull in, without stopping traffic into their property. We will also have some of the soil taken away from the back on the south side of the lane in that area, which will improve visibility of approaching vehicles.

We will also see what we can do to create a minor passing point between Phil's gate and Alan's house. Phil has also suggested we get some salt boxes and salt in preparation for any bad weather conditions this winter. All that work will start in the next week or so.

As you know, we have support from the Highways Agency for improving the access with the A36. One of the conditions is that we are able to prove *certainty of ownership* and as nobody else is able to do it, we have come to the conclusion that Waterhouse needs to claim ownership to the lane between Waterhouse and the A36. I can do this with the use of original maps. These drawings show that the owners of Waterhouse originally owned the land between A36 and up the valley including Kennel Farm (now Brett Farm). Obviously I will make sure that everyone's right of access is protected.

We also talked about the costs of maintaining the road. Alan suggested I pay for maintenance and at the time I agreed, as most of the traffic will be to and from Waterhouse. I have a budget of £20K to spend on improvements ie. access, passing points and the surface. Most people have deeds giving rights of access and also say maintenance is to be shared. On reflection, I think this is right and fair, because we all will use the road and have interests to protect. I would like to set up a committee that meets regularly to discuss ways we can improve the lane and many of these improvements will cost money.

I won't want to pay for them all. It may be that people pay as little as £200p.a. It may also be that Waterhouse pays 70% of the costs.

In the meantime, if you have any ideas or thoughts, please do get in touch, so we can make these improvements asap.

Kind regards

INVITATION

15th March 2011

Dear

We hope you have weathered the winter well and, like us, are looking forward to spring.

Much has happened at Waterhouse over the winter and we invite you to come and see our progress on the afternoon of Sunday 27th March between 4.00pm and 5.30pm. Tea and refreshments will be served.

One of the things this time on the 27th will enable us to do, is to talk about our latest planning application. It came as a surprise to me that we had to put in another application and that everyone would be written to again. We apologise for not letting you know. We have found ourselves wrong footed on a few things recently.

Progress on the lane:-

- We hope the clarity on ownership of the lane will help everyone
- We have installed a mirror on the confluence between Brett Farm Lane and Waterhouse, to make it safer
- The access should be widened in the next two months, planning permission permitting

We look forward to seeing you on the 27th if you can make it.

Kind regards

RSVP:- Telephone [REDACTED] by Wednesday 23rd March



WATERHOUSE

23rd March 2013

Dear Neighbour,

As a neighbour we would like to let you know in advance that we will be hosting our daughter's wedding reception at Waterhouse next week. We are very aware that weddings can be noisy affairs and therefore be unwelcome. We will do everything we can to keep it a happy but quiet occasion. For your information the details are as follows:

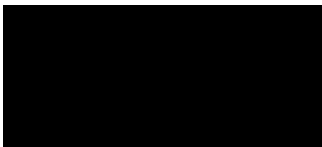
The wedding ceremony will be held at Holy Trinity Combe Down at 2pm Saturday the 30th March.

The reception will be held at Waterhouse. We expect guests to start arriving at approximately 4.30pm. They will nearly all leave before midnight and will be encouraged to do so in consideration of all neighbours.

There will be music, as at most weddings, and again we will do everything we can to keep noise within reasonable limits. We have taken advice from the Council and they have been helpful. We will have our own noise monitors which we will check on both sides of the valley throughout the evening.

If you should have any concerns during the evening please phone 721 999 or 07974 920 530.

Kind regards,



Simon Wilsher
Waterhouse

*p.s. If a neighbor not receive
this not pls let the girls
em the up*



WATERHOUSE

25th March 2013

Dear

With the wedding coming up this weekend we want to keep in good communication with you. If you have any concerns please let us know.

The main reason for this note is to let you know that the marquee will be arriving tomorrow. They have asked if they can drop in two lots. One late morning and one early afternoon. They have a seven ton truck and will park in our lower car park. They asked if they could please do it as close to the wall as possible leaving enough room for you to drive around it safely and quickly.

The owner of the Archers Marquees is Anthony Datton. He is a very helpful man so please feel free to contact him if you want to. His mobile is 07958 793 873.

By the way if you every need a marquee we can strongly recommend him.

Kind Regards

Simon and Sue

17th May 2013

Dear Neighbour

Waterhouse Licencing Application

I apologise for the significant upset our application has caused. It is my responsibility at the end of the day and I can only say our intentions were good. We followed the wrong advice. That was a mistake and, following a meeting with Simon Coombe & Peter Wyatt of the Limply Stoke Parish Council and Gavin Douglas from Monkton Combe Parish Council, we have listened to your understandable concerns and have withdrawn this application.

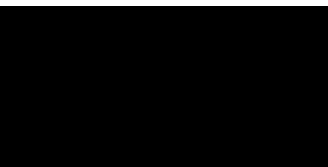
We have a lot to consider in the light of our recent experience. We need to make Waterhouse wash its face and we need to do it in a way that more adequately takes our neighbours in to account.

Once we have given it this thought we will discuss it with Parish Councillors and Monkton School before deciding anything.

The only thing we believe we should do now is apply for a liquor licence so our guests can enjoy a quiet drink with their meals and on the terrace. We will not be opening a public bar.

You have my assurance that we intend to work with you to maintain this beautiful and peaceful environment. If you have any questions, please do not hesitate to call me on 01225 721 999.

Again, my apologies



Simon Wilsher

COMMUNITY ENGAGEMENT

Kristina Matthews

From: Simon Wilsher
Sent: 05 September 2013 18:43
To: 'JM Bagnall-Oakeley'
Subject: For your information Waterhouse alcohol licence application

Dear Michael and April,

I hope you are in good health and that you have enjoyed our summer season.

You may recall that in my letter to neighbours following the withdrawal of our last application we said we would apply for an alcohol licence. We have now done so and thought it would be good to let you know. It is only for alcohol and is not for live music.

We hope you see this as a reasonable thing to do for a place like ours as most of our guests say they would expect a drink. If you have any questions or comments then please let me know


Kind regards,



Simon Wilsher
The Wilsher Group



The Wilsher Group, Waterhouse, Waterhouse Lane, Bath, Avon BA2 7JB
The Wilsher Group Limited Registered in England No. 2808452 VAT No. 602 773 062;
Registered Office Waterhouse, Waterhouse Lane, Monkton Combe, Bath, Avon BA2 7JB

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From: Simon Wilsher
Sent: 02 September 2011 08:51
To: 'JM Bagnall-Oakeley'
Cc: Susan Reeve
Subject: RE: Waterhouse passing points

Great Michael.

I look forward to see you both



Simon Wilsher

The Wilsher Group

[REDACTED]

The Wilsher Group, Waterhouse, Waterhouse Lane, Bath, Avon BA2 7JB
The Wilsher Group Limited Registered in England No. 2808452 VAT No. 602 773 062;
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You may have picked up the good news that we have moved to our own premises near Bath from 1st August 2010. Our contact details are as follows:-

Waterhouse
Waterhouse Lane
Monkton Combe
Bath
Avon
BA2 7JB

[REDACTED]

From: [REDACTED]
Sent: 01 September 2011 18:20
To: Simon Wilsher
Subject: Re: Waterhouse passing points

Simon, April and I will be with you tomorrow between 4.00 and 4.14pm.

Michael.

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Sent: Thursday, September 01, 2011 12:24 PM
Subject: Waterhouse passing points

Good Morning Michael,

I hope you and April are well and enjoying the periods of sunshine we get.

Sorry to take so long to get back to you on the access matter. We have had various discussions with our lawyer over how we should best deal with this matter and it is now clear. Rather than set statement from each person who has been using Waterhouse Lane for more than 20 years, he has suggested an informal chat where I record the information given by each person and send that info to him. I hope you are happy to do that.

Is there any way you and April could come for a cup of tea tomorrow and you could go over it for me again whilst I write it down?

There are some delightful elements I think I remember, such as learning to drive in an Austin. Have I got that one right?

The main subject would be how that passing point on the bend has been used since 1940 or thereabouts.

If you are able to come I could do between 11 and 1 and 4 and 5pm.

Very best wishes,




Simon Wilsher

The Wilsher Group




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BA2 7JB**



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COUNCELLOR ENGAGEMENTS

Kristina Matthews

From: [REDACTED]
Sent: 17 August 2013 13:16
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: PREMISES LICENCE APPLICATION - WATERHOUSE

I agree, together with Peter Wyatt, the Chair of the Limpley Stoke planning committee.

From: [REDACTED]
Sent: 17 August 2013 12:42
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: PREMISES LICENCE APPLICATION - WATERHOUSE

Dear Johnny

I do apologise for the very long delay in responding.

I would be happy to attend a meeting - but my view is that not only Magnus and I should be there but also the Chairmen of Monkton Combe and Limpley Stoke PCs.

Regards

Neil

Neil Butters

Bathavon South Ward

Chairman
Bath & North East Somerset Council

[REDACTED]

Please support the Chairman's charities for 2013/2014 -
Age UK - Bath and North East Somerset
Forever Friends RUH Cancer Care Campaign
Quartet Community Foundation
RICE (Research Institute for the Care of Older People)
St John's Hospital

In a message dated 01/08/2013 14:56:14 GMT Daylight Time, [REDACTED] writes:

Good Afternoon Magnus and Neil,

My name is Johnny Wrench and I work for Simon Wilsher at Waterhouse in Waterhouse Lane, Monkton Combe. Neil - we met briefly when I represented Waterhouse at the Monkton Combe Parish Council meeting in May of this year when the Waterhouse Premises Licence application was being discussed.

You'll recall that the application was withdrawn following Simon Wilsher's return from South Africa and a meeting with the Chairs of Monkton Combe and Limpley Stoke Parish Councils. At that meeting it was made clear that following further research and consultation Simon would be reapplying for a significantly scaled down premises licence concentrating solely on the licence to sell "on premises" alcohol for guests of Waterhouse.

Simon is nearing the stage of making a fresh application and would like to do all he can to be clear about what he is applying for. He's always wanted to be an involved member of the community and sympathises with many of the concerns raised in the objections to the previous application. In light of this he'd really appreciate the opportunity to meet you both to discuss the proposed application.

In addition to this meeting Simon is considering holding a public meeting during the week commencing 12th August and would like to invite all interested parties including your good selves. He feels strongly that key stakeholders should be involved and have the chance to hear his plans for the business and to air any concerns. Before confirming the date I wanted to gage your reaction and hear if you'd be interested in supporting such a meeting.

I look forward to hearing from you both when you get a moment.

With best wishes,

Johnny

Johnny Wrench
The Wilsher Group

[Redacted]
The Wilsher Group, Waterhouse, Waterhouse Lane, Monkton Combe, Bath BA2 7JB, The Wilsher Group Limited Registered in England
No. 2808452
VAT No. 602 773 062; Registered Office Waterhouse, Waterhouse Lane, Monkton Combe, Bath BA2 7JB

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Business Case

“Super hotel, but no bar...” Magdonelly - Dublin, Ireland

Reviewed 3 September 2013

This really is a lovely hotel. Checked in late, after twice ringing the hotel for directions. It's a family-run hotel so was dealing with the owners who were more than helpful to guide us through the dark of Bath (no sat nav and phone being too slow). Setting is lovely, room was ideal and breakfast was superb (inc. home-made flap jacks and a great fry). However, this hotel is c10k to the centre of Bath. Because we checked in late we had no choice but to get a taxi into town (£15 and £12 return) to eat as the hotel does not have a bar/serve evening meals.

Such a pity it doesn't even have a wine menu and a sandwich option for the evening as the setting is lovely and the breakfast food was great.

“no bar and no option of an evening meal” Carol W

Reviewed 25 August 2013

the hotel is really nicely located the room were really lovely and very clean the staff was exceptional just real shame we had to go elsewhere for an evening meal and drink although the breakfast was very nicely cooked to how you like it . to get to the local village pub/restaurant to you have to either use a taxi or walk down a foot path at back of hotel which is no good if you are disabled and if you like to dress for dinner because the footpath is quite muddy when it has rained and can be slippy.

“Idyllic country retreat” 99terryb - Southport UK

Reviewed 13 August 2013

We have just spent two days in the above hotel. We were in the area for a wedding at Priston Mill and the groom, his family, and several of the brides family stayed here.

The staff were incredibly attentive, and ensured that everything we needed was attended to. Be warned they do not yet have a licence, but have applied for one, but the good news is that all rooms have a fridge so you can take your drinks, and keep them cool. They do not provide lunch or evening meals as yet, but the breakfasts are superb.

They will organise taxis to Bath or to local hostleries if you need them. On Friday we ate at the Wheelwright Arms in Monkton Combe, the food was excellent, the prices were good and the local beer and cider was too drinkable!!

The standard rooms are large and airy with good showers. The gardens are extensive and the children in our party loved them.

The road leading to the hotel is very narrow, but perfectly fine, providing you don't drive like a maniac.

A special mention for the receptionist Jane, who went above and beyond the call of duty to ensure that our large party had a good time.

“A very good stay and wonderful staff” Mark I - London UK

Reviewed 2 November 2012

We have just stayed at Waterhouse for three days and we had a really lovely time. It is within an easy drive of Bath and has the added bonus of having free parking, unlike most of the hotels in Bath itself. The staff were incredibly helpful and gave us lots of advice on where to visit, eat and even park. Breakfast was very tasty and the room itself was comfortable. The only problem we had was with the temperature of the shower; it never really got above luke warm. We spoke to management about this on our departure however and they were very apologetic and assured us they would see to it. The other thing you might miss is somewhere other than your room to sit in the evening. There is no bar or similar so you can only go straight to your room when you return to the hotel. This didn't matter to us as we were out all the time but it may bother some people. We booked our room through laterooms.com and so think the price was very reasonable but we may have felt differently if we'd paid the full amount. On the whole we had a great stay and would definitely return to the hotel.

“Waterhouse” Pringoj - Litchfield UK

Reviewed 7 October 2012

Waterhouse is a beautiful country house in a lovely location. It has obviously been recently stylishly renovated. There are also plans to redesign the grounds which will make it even more special. We travelled into Bath a few times (sometimes driving and others using a local taxi) - both were easy and very convenient. It gave the perfect mix of peaceful sleep in a relaxed location with Bath nearby. The breakfasts were fantastic and Gail was friendly and helpful. Lots of lovely walks and pubs nearby. The only thing I hadn't realised when booking (it wasn't a problem for us but may be of note for others) was that there is no bar at Waterhouse. We would definitely recommend Waterhouse to friends and family.

Correspondence re: Noise .

Kristina Matthews

Subject: FW: quick bit of feedback please

From: Simon Wilsher
Sent: 14 April 2013 08:24
To: Mr Ian K Russell
Cc: Sue Wilsher
Subject: Re: quick bit of feedback please

Hi again Ian,

Thanks for your personal feedback which is extremely useful.

Thanks, too, for your concern for Louise and Jack. They loved the day and it all seemed to go off well, largely due to the detailed organisation by Sue and Louise.

The only hassle was the cold wind although nobody seemed to mind too much. It didn't seem to spoil the event for anyone. It made the photographs very quick which is no bad thing!

It is amazing you could hear the speeches! They didn't seem that loud inside the marquee so it is very useful to know just how much noise travels. I am sure you are right that controlling others will be a challenge so we'll think that through and work hard on that.

We are just glad that with your accommodation it didn't affect you and Angie adversely.

Thanks again

Simon and Sue

Sent from my iPad

On 13 Apr 2013, at 11:15, "Mr Ian K Russell" [REDACTED] wrote:

Hi Simon - I promised some personal feedback as well as the official council response.

Basically, from our point of view, it went extremely well. We were delighted for you both and for Louise and her husband. We only felt so bad for them - especially the bridesmaids in their off-the-shoulder dresses - when they had to brave that bitter cold for the pictures :-)

The evening event was fine from a sound point of view. We were in our bedroom behind closed windows, watching television when the speeches began and, had we switched off the TV, we would have been able to hear every word - they were quite loud, as was the first music track. But then the volume went down and we heard very little. In fact we slept through all the music, only to waken just after midnight (nothing to do with the wedding) to notice that all was quiet. We then reopened the window, as we customarily sleep with it open.

So... our only necessary concession was to close the windows just in case, but in fact all was well. Good job done!

Whether or not you will have the same control over the volumes of third party weddings, I don't know.

As for the visual impact, we didn't mind that at all. We knew it would only be occasional so it was fine. Other people might be more concerned were it to be 'every weekend', but otherwise, no problem from our perspective.

Hope this helps.

Every blessing
Ian

.....
Ian Russell
[REDACTED]

On 11 Apr 2013, at 15:32, Simon Wilsher [REDACTED] wrote:

Hi Gavin and Ian,

Well the wedding has come and gone and the bride and bridegroom went off very happily. So thank you for your best wishes. It all went off very well this side of the valley.

However, I am anxious to know how it looked and sounded from the other side! I went outside the marquee several times to see what sort of noise levels I could hear. We also had one of our staff on the phones and walking around and he heard little too. Since then we have had no calls of complaint so we are rather hoping it was all ok. But you may know differently.

Did you personally see or hear anything that was unacceptable and did you hear any complaints? We would very much like to know as we went to some lengths to minimise any chance of disturbance.

Thanks again for your help and hope you are all very well.

Kind regards,

<image001.gif>

Simon Wilsher
The Wilsher Group

[REDACTED]
The Wilsher Group, Waterhouse, Waterhouse Lane, Bath, Avon BA2 7JB
The Wilsher Group Limited Registered in England No. 2808452 VAT No. 602 773 062;
Registered Office Waterhouse, Waterhouse Lane, Monkton Combe, Bath, Avon BA2 7JB

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Simon Wilsher

From: [REDACTED]
Sent: 13 April 2013 13:53
To: Simon Wilsher
Subject: That lovely wedding

Dear Simon

It seems to me that it was a wonderful day for your family and that is what matters. As to the village - no problem that I know so thank you again for all your care and consideration.

Just to be boring for one moment, there is lovely blue sky and non stop sun today, Saturday, out in Portugal! So good to feel warm - we are very lucky to be here for 2 weeks. May it soon arrive at home.

All the very best. Gavin